

It's Time to Submit Customer Service Excellence Award Nominations!

Our agency has a mission to serve and work with others to conserve, protect, and enhance fish, wildlife, and plants and their habitats for the continuing benefit of the American people. This is our role in implementing the President's Management Agenda for citizen centered government.

To further a culture that supports citizen centered government, you may recall last fall we established a three-part Customer Service Excellence Awards program as described in Director's Order 145 to provide well-deserved recognition to organizations, teams, and individuals who are providing exceptional service to our customers, partners, and stakeholders. Initial response to the program was overwhelming, and we were pleased to issue the awards earlier this year for the 2002 winners.

Now it's time to submit your nominations for FY 2003. Please click on <http://policy.fws.gov/do145.html> to see the criteria and nomination form for the award. Nominations are due **11/7/03**. Email karen_malkin@fws.gov for further information.